

KANNAPOLIS POLICE MEMBERS RECOGNIZED

Kannapolis Police recently presented awards to four members of the department.



Officers **Brandon Crowe** and **Gasper Ruiz, Jr.** received Police Stars for meritorious action above and beyond the call of duty. Their exemplary actions, in the line of duty under unusually difficult and dangerous conditions, saved a person from serious injury or death.

This summer, Officers Crowe and Ruiz responded to the I-85 Lane Street bridge and found a man with his legs hanging over the bridge guardrail. It was obvious that the man was in mental distress. Officer Ruiz was able to begin a dialogue with him, drawing his attention toward him. This allowed Officer Crowe to get close to the man without being seen. Officer Crowe was then able to grab the man, along with Officer Ruiz, and pull him back across the guardrail to safety. Because of their quick and heroic action, the man was safely

transported to the hospital for evaluation and care.

The Norma C. Howard Memorial Service Award is presented annually to a civilian police department employee who conducts both their personal and professional lives in a manner that is consistent with the department’s values and code of ethics. Norma Howard was the first female and first full-time civilian employee of the department and was instrumental in establishing the department’s records management system.

This year **Heather Clay** received the honor. She joined the department in 2006 and she was promoted to Telecommunication Shift Supervisor in 2011. In addition to her duties as a shift supervisor, she is also a field training officer. “She is a great leader, who leads her shift by example, always holding herself and those around her to the highest of standards. She is always courteous and eager to assist when needed and an asset to our department,” Police Captain Justin Smith said. She is married to Fire Battalion Chief Joshua Clay and they have a daughter, Carlee.



Annually, an officer is presented with the Roger Dale Carter Memorial Service Award, in memory of Carter who died in the line of duty. This year the honor goes to Officer **Donald Newton**, who has been a member of the department for five years.

During the presentation of the award, numerous examples of his commitment to go above and beyond for the residents of Kannapolis were given. Deputy Police Chief Daniel Wallace commented, “On multiple occasions he has assisted people who are actively dealing with mental breakdowns. We regularly have citizens calling into the center and requesting this officer due to the rapport he creates with them. He treats everyone with compassion, and does everything in his power to ensure he can get people the help they need and leave them in a better place than when he first arrived on scene.”

He and his wife, Michelle, have been married for 24 years and have three children: Bradley, Josiah and Xander. They are active members of Kannapolis Church of God where he is an elder.

NOVEMBER 2020



KANNAPOLIS LAUNCHES NEW CUSTOMER CONNECT PORTAL FOR UTILITY SERVICE AND PAYMENTS


The City of Kannapolis has launched a new virtual self-service portal for utility service and payments. The new Customer Connect portal offers several features that will make it easier for Kannapolis residents and businesses to view and pay their bill. The virtual portal also allows anyone who needs to sign up for new utility services to do so electronically, without making a visit to city hall.

Using this link – <https://customerconnect.kannapolisnc.gov> – City of Kannapolis utility customers can view their bill and payment history, request payment arrangements, get reminders regarding their account, and view their water and sewer consumption history. Residents and businesses who need utilities at a new address can now use this portal to request new service. The website is available 24/7.

This portal will replace the City’s E-Care online utility bill and consumption website. To use the portal, visit <https://customerconnect.kannapolisnc.gov>. If you have previously used E-Care, you will be automatically migrated into the Customer Connect system. You will receive an email asking you to set up your new password. If you have never used the City’s online utility system, just register as a new user. It is quick and easy to sign up.


COVID-19 TESTING

Cabarrus and Rowan counties have COVID-19 testing sites scheduled for the month of November. Anyone experiencing fever, cough and shortness of breath should consider getting tested. Find testing locations, dates and times at www.kannapolisnc.gov/covid19.




UTILITY BILL PAYMENT OPTIONS


kannapolisnc.gov/utilitybilling




PHONE
Pay your bill over the phone by calling 704-920-4400. Available 24/7.



ONLINE
Pay your bill online at www.cokbillpay.com or schedule monthly bank drafts.



DRIVE-UP DROPBOX
Place your cash/check in the dropbox in the parking lot of City Hall, 401 Laureate Way. Available 24/7.



MAIL
Mail your payment to the Customer Service Department at 401 Laureate Way.

THE CITY OF KANNAPOLIS
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Follow the City on Facebook (facebook.com/cityofkannapolis), Instagram @KannapolisNC, LinkedIn (linkedin.com/company/cityofkannapolis), Nextdoor (nextdoor.com/Kannapolisnc.gov) and Twitter @Kannapolis for regular updates and more ideas for fun.



YOUTH BASKETBALL REGISTRATION UNDERWAY



Registration for the Kannapolis Parks and Recreation Youth Basketball Program, for children 3 to 15 years old, is underway until November 30.

The registration fee is \$40 for Kannapolis residents and \$60 for non-residents. This includes the cost of uniforms, practices and games. Participants are required to have proper athletic shoes. Scholarships and sponsorship opportunities are available.

Skills assessments will take place December 7-19. Teams will have one practice per week

beginning the week of January 4. Games begin January 16 and will end on March 6. Practices and games primarily take place in Kannapolis City School gym facilities.



COVID-19 precautions will be observed. Masks will not be required for participants during game play or if social distancing is possible; however, participants may wear masks if they prefer. It is recommended that each participant bring a mask to use when social distancing is not possible. Coaches, officials and staff members are required to wear a mask. Games and practices will be staggered to reduce the number of people in each gym.

Visit kannapolisnc.gov or call Parks and Recreation at 704-920-4343 to register, apply for a scholarship, apply to be a coach or to sign up as a sponsor.



KANNAPOLIS SPONSORING FOOD DRIVE FOR VETERANS

The City of Kannapolis, the Kannapolis Cannon Ballers and Old Armor Beer Company are sponsoring a holiday food drive for Cabarrus and Rowan County veterans who are in need. Drop off your canned food items into the carts at Kannapolis City Hall, 401 Laureate Way; at the ticket office at Atrium Ballpark; or at Old Armor Beer Company by November 23, 2020.

There are approximately 27,000 veterans in Cabarrus and Rowan counties and approximately 10,000 of these veterans seek assistance from the Cabarrus and Rowan County Veteran Services Offices annually.

Items that are needed the most are canned meats, peanut butter, jelly, spaghetti sauce, spaghetti noodles, canned fruit, pork-n-beans and pudding cups. Individually wrapped snack cakes and cookies are also a favorite and much appreciated.

SELL YOUR ITEMS SAFELY AT KANNAPOLIS POLICE DEPARTMENT



The Kannapolis Police Department would like to remind you to be safe when you make e-commerce transactions.

E-Commerce – or the purchasing/trading of items and products from the Internet – has increased dramatically over the past several years. Unfortunately, some of these transactions throughout the country have turned into scams, robberies or even worse.

Anytime you are meeting people to complete a transaction, it is a good rule-of-thumb to meet in a public place.

The Kannapolis Police Department, located at 401 Laureate Way, is a place where you can safely meet. You are welcome to park in the E-Commerce spots and complete your transaction. The area is also under video surveillance and well lit. By providing citizens with a safe location at the police department it is less likely that a criminal will want to complete a transaction with you.

LOOSE LEAF COLLECTION BEGINS

Loose leaf collection began October 19 and ends March 5. After March 5, we request that you bag any loose leaves you have and place them at the curb for Yard Waste collection.



Loose Leaf Collection Dos & Don'ts:

- Leaves must be placed at the curb or along the ditch line – not in ditches – in rows parallel with the street.
- Place leaves at the curb by 7 a.m. on the day of collection.
- Leaves mixed with limbs, other yard waste, gum balls, gravel, glass or other solid matter will not be collected.
- Leaves in garbage containers will not be collected.
- Leaves must be clear of water meters and fences and placed on the street side of retaining walls.
- Leaves must be clear of sidewalks/street.

To find your loose leaf collection schedule, visit kannapolisnc.gov/looseleaf, or download the free CARTology app in Apple and Google Play stores.

HOLIDAY EVENTS AND ACTIVITIES TO BE ANNOUNCED

Due to COVID restrictions and the need to keep all of us healthy, the City of Kannapolis is reviewing all annual holiday events. We will announce holiday activities and events we can hold safely on our website and social media channels in November.

Please visit www.kannapolisnc.gov and our social media channels (Facebook, Instagram, Twitter, Next Door, LinkedIn) for updates. You can also sign up for our email newsletter at <https://www.kannapolisnc.gov/Enews-Emergency-Alerts>.

